ASK Proxima C40 and C50 (DP2000s and DP2000x) Projectors
Frequently Asked Questions: Maintenance

Is there software (firmware) for the projector that I should update?

The projector contains "flash" code that controls the startup and operating processes. You can have an authorized service center upgrade your projector's software, or you can do it yourself.

There are two reasons to 'flash' your projector. In very rare instances, software becomes corrupt and the projector does not operate correctly. Reinstalling the code is one step in solving power and image issues. The second reason to take advantage of updated code. Sometimes ASK Proxima updates the code to enhance features on the projector. Enhanced code may make the picture better, or it might help keep the projector cooler, for example.

To see which software version is on your projector, press the Menu button. Go to Basic > Setup > Service > Info. The software version appears in the Info message box.

To check to see whether there is new software for your projector, go to the C40/C50 Software webpage.

Are there air vents or filters on the projector that need to be cleaned?

There are two dust filters accessbile from the bottom of the projector, as well as dust screens inside the lamp house. The filters and screens should be cleaned every 250 hours of operation (more frequently if used in a dusty or smokey environment). Click here to see the cleaning instructions.

The vents on the sides of the projector for air intake and hot air exhaust. Unless the projector is operated in a very dusty environment, these vents should not need cleaning.

If you mount the projector in a rear projection application, make sure to allow at least six inches of space between the vents and any walls. Also, it is very important that the exhaust air is separate from the intake air. Don't put the whole projector in a big box without channeling the two away from each other.

What is the expected life of the lamp?

The C40/C50 lamp life is approximately 2,000 hours. When the lamp timer reaches 1,980 hours, the message “Change Lamp” appears on the screen at startup. When the timer reaches 2,000 hours, the lamp will no longer light, and it will be time to replace the lamp. To purchase a replacement lamp, contact your reseller.

How do I determine the number of lamp hours used?

Press the Menu button on the projector keypad. Navigate to Basic > Setup > Service > Info. The number of hours appears in the Info box.

How do I reset the lamp timer?

Before the lamp counter reaches 2,000 hours, you can reset the lamp timer in the projector menus. Press the Menu button, then go to Main > Settings > Service > Lamp Reset. You can also use the keypress method below.

After the lamp counter reaches 2,000 hours, the lamp will not light, even if you replace it. You must reset the lamp counter using the remote control. On the remote control, press the Volume - key then release it. Within two seconds, press and release the Volume + key. Note that you must use the remote; pressing the keys on the projector keypad will not reset the timer.

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